

CONT
B1
telecommunications network being a disparate telecommunications network with respect to other telecommunications networks of the plurality of telecommunications networks, the agent being coupled to each disparate telecommunications network;

responding to the query with a determined availability of any available agents;

determining which available agent is to be connected based on the availability of the agent as well as one of an agent skill level and a most idle agent criteria; and

~~connecting the call to the determined agent.~~

Sub
C2
11. (Two Times Amended) A system comprising:

at least one agent, among a plurality of agents in a call center, receiving calls from at least two disparate telecommunications networks; and

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a processor coupled to the at least one agent and to each telecommunications network from which the agent receives calls, the processor receiving a query from a telecommunications network regarding whether at least one agent among the plurality of agents is available, determining the at least one agent based on the availability of the agent as well as one of an agent skill level and a most idle agent criteria, and responding to the query with the determined availability of the at least one agent.

Sub
C3
Please add claims 21 and 22 as follows:

B3
21. (New) A method for connecting a call to one agent among a plurality of agents in a call center, the method comprising the steps of:

(i) receiving a query from one of a plurality of telecommunications

~~networks requesting connection of the call to one agent of the plurality of agents, each~~

telecommunications network being a disparate telecommunications network with respect to other telecommunications networks of the plurality of telecommunications networks, the agent being coupled to each disparate telecommunications network without using a gateway;

(ii) determining the availability of the plurality of agents where if an agent is not in communication with at least one of the plurality of the telecommunication networks, it is determined available; and

(iii) connecting the call to an available agent.

22. (New) A system comprising:

(i) at least one agent, among a plurality of agents in a call center, receiving calls from at least two disparate telecommunications networks;

(ii) a processor coupled to at least one agent among the plurality of agents and to each telecommunications network from which the at least one agent receives calls without using a gateway, the processor configured to:

(a) receive a query from one of the at least two disparate telecommunications network regarding whether at least one agent, among the plurality of agents, is available;

(b) determining the availability of the plurality of agents based on status whether or not an agent is in communication with one of the at least two disparate telecommunication network; and

(c) responding to the query with the determined availability of an agent.